SCANJOUR workzone Explorer

2013 SP1

User's Guide

Contents

User's Guide for WorkZone Explorer 2013 SP1 ..... **3**
Revision history **4**
Getting started **5**
What's new **7**
About the folder structure **8**
Working with cases **11**
About documents **12**
Working with documents **15**
Search for cases and documents **17**
Optimizing performance and user experience **19**
Advanced features and troubleshooting **21**
FAQs **22**
Terms and conditions **24**

User's Guide for WorkZone Explorer 2013 SP1

The purpose of this User's Guide is to describe how to use Microsoft Windows Explorer to manage documents in the ScanJour archive using WorkZone Explorer.

The guide describes how the ScanJour model is mapped into a file system using a WebDAV model and how to handle cases and documents using Windows Explorer or a document editor, for example Microsoft Office and Notepad.

LINKS

WorkZone Services blog

Revision history

Version	Comment
2013 SP1	A new section describing Draft Versioning has been added. See About documents.htm.
	Description of the **My list** folder has been added to Folder types. See About the folder structure.
	Description of how to open a case in WorkZone Client from WorkZone Explorer.
	New topic describing how to work with cases. See Working with cases.
	New topic on how to perform free text searches on cases and documents. See Searches.
	New topic on how to optimize performance. See Optimize performance.
	The FAQ topic has been extended and now explains a number for error situations that you may run into. See FAQ.

Getting started

WorkZone Explorer uses WebDAV (Web Document Authoring and Versioning), which is a standard document protocol over HTTP. With WorkZone Explorer, you can manage cases and documents from Windows Explorer. You can perform common operations on cases and documents such as creating and renaming cases and documents, opening, editing, and saving documents directly into the ScanJour archive from a document editor that supports the WebDAV protocol, for example, Microsoft Office or Notepad.

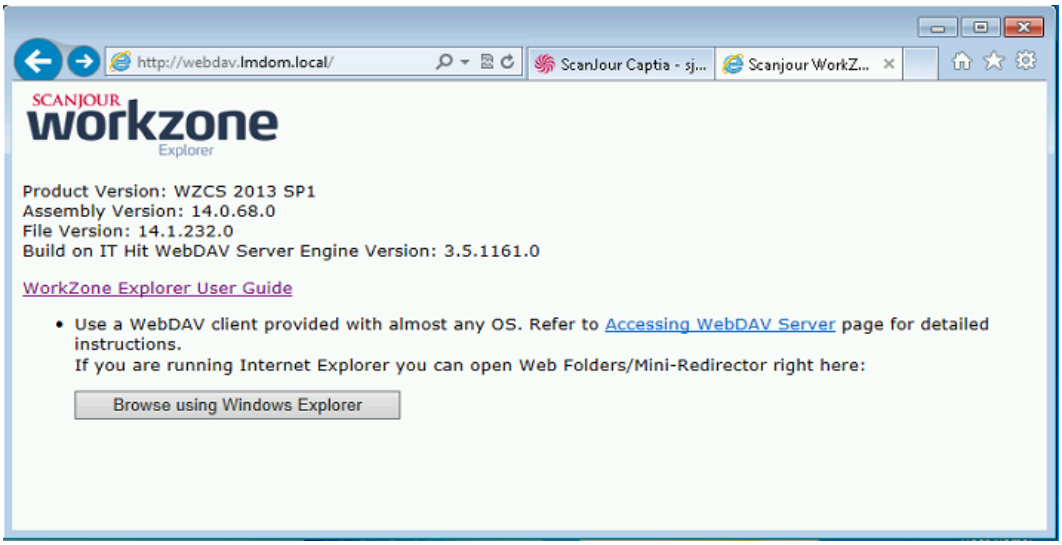
WorkZone Explorer is part of the WorkZone Content Server installation. Note that it is not required to install a client, such as WorkZone Client or Captia Web Client.

GETTING ACCESS TO WORKZONE EXPLORER

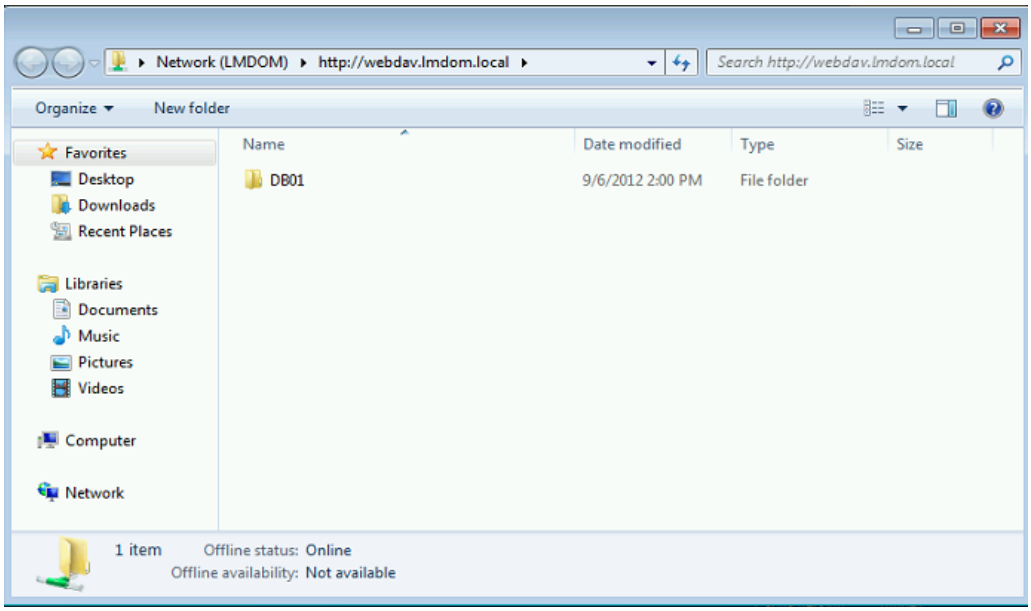
To start WorkZone Explorer, enter the following URL in your browser:

```
http://[WebDAVHostHeader]
```

WebDAVHostHeader is the host header that was specified during installation. When you enter this URL in a browser, you get this welcome screen:


http://webdav.lmdom.local/
ScanJour Captia - sj...
Scanjour WorkZ...
SCANJOUR
workzone
Explorer
Product Version: WZCS 2013 SP1
Assembly Version: 14.0.68.0
File Version: 14.1.232.0
Build on IT Hit WebDAV Server Engine Version: 3.5.1161.0
WorkZone Explorer User Guide
Use a WebDAV client provided with almost any OS. Refer to Accessing WebDAV Server page for detailed instructions.
If you are running Internet Explorer you can open Web Folders/Mini-Redirector right here:
Browse using Windows Explorer

Click **Browse using Windows Explorer** to open Windows Explorer:



In Windows Explorer, you can also open the WorkZone Explorer archive directly by typing \\[WebDAVHostHeader]\DavWWWRoot in the address bar. You can also map a point in the folder structure to a network drive in Windows Explorer.

Now you can double-click the database folder to display the standard lists that represents cases and documents. For more information see:

About the folder structure

Working with cases

Working with documents

See also Optimize performance for information on how to optimize the performance of WorkZone Explorer.

What's new

WorkZone Explorer 2013 SP1 contains the following new features:

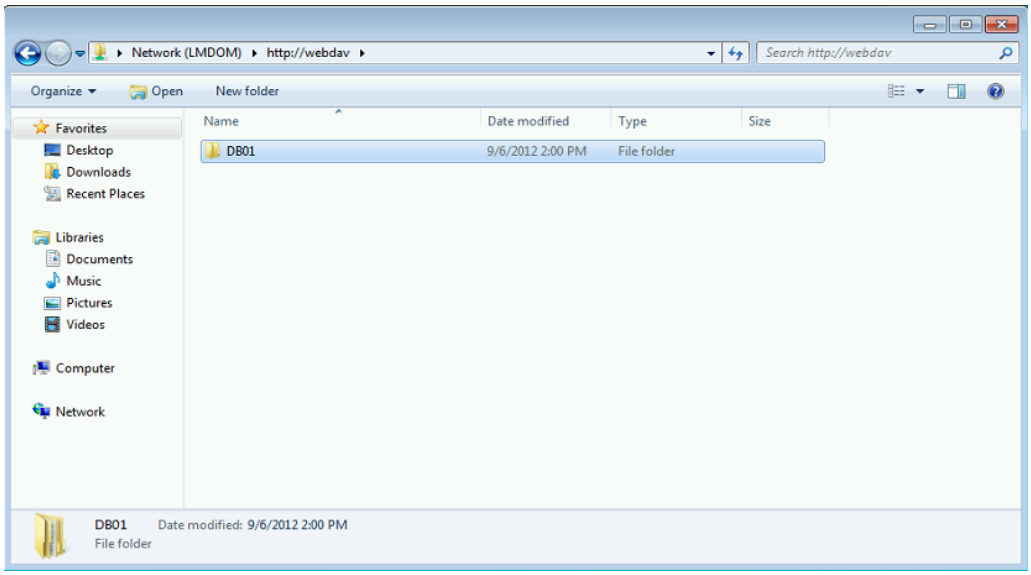
- The versioning part, DeltaV, of the WebDAV protocol is now supported by WorkZone Explorer.
- New folder named **My lists**, which exposes searches defined and saved by the user from WorkZone Client or Captia Web Client. See Folder types.
- New icon for read-only documents. Read-only documents used to be highlighted in blue. Now the icon indicates that the document is read-only. See Read-only documents.
- Create new cases. See Working with cases.
- Create child cases. See Working with cases.
- Free text search on cases and documents. See Search for cases and documents.

About the folder structure

After installing and getting access to the WorkZone Explorer server, you can access the following folder structure in Windows Explorer.

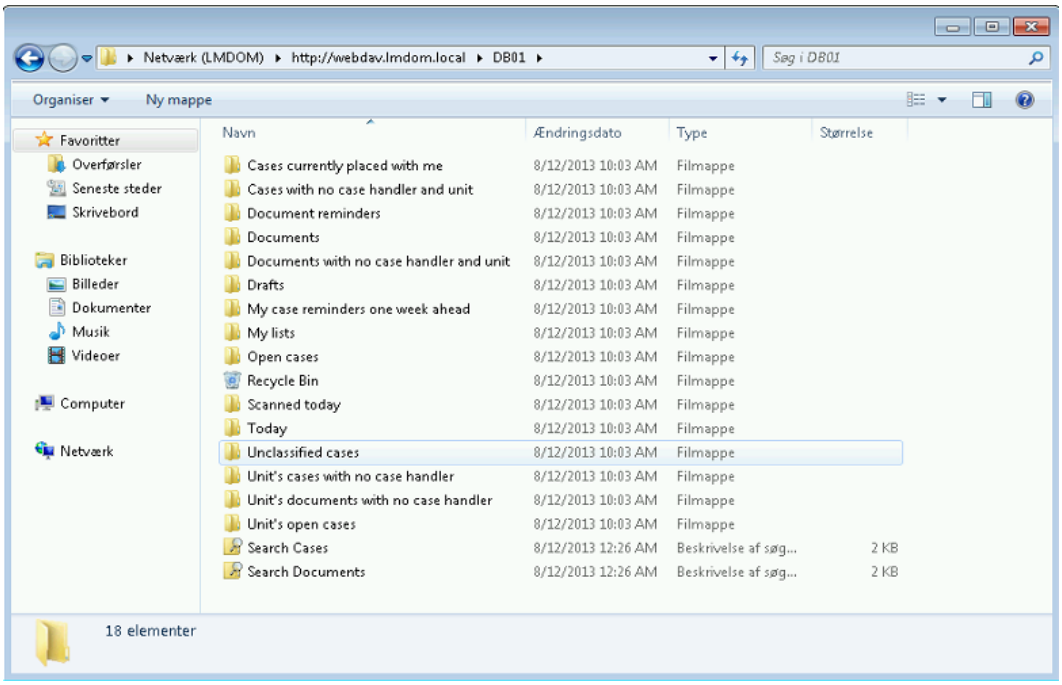
THE WORKZONE EXPLORER ROOT

The root of the WorkZone Explorer contains the WorkZone Content Server databases that were configured during installation of the ScanJour web server. The databases are represented as folders. In the example, one database name DB01 has been defined, but you can define multiple databases.



WORKZONE EXPLORER DATABASE FOLDERS

If you open a database folder, the standard lists that represent either cases or documents are shown, for example,**Drafts**, **Open Cases**, and so on. In addition, there is a **Recycle Bin** list.


Netværk (LMDOM) ▸ http://webdav.lmdom.local ▸ DB01 ▸
Søg i DB01
Organiser
Ny mappe
Favoritter
Overførsler
Seneste steder
Skrivebord
Biblioteker
Billeder
Dokumenter
Musik
Videoer
Computer
Netværk
Navn
Ændringsdato
Type
Størrelse
Cases currently placed with me 8/12/2013 10:03 AM Filmappe
Cases with no case handler and unit 8/12/2013 10:03 AM Filmappe
Document reminders 8/12/2013 10:03 AM Filmappe
Documents 8/12/2013 10:03 AM Filmappe
Documents with no case handler and unit 8/12/2013 10:03 AM Filmappe
Drafts 8/12/2013 10:03 AM Filmappe
My case reminders one week ahead 8/12/2013 10:03 AM Filmappe
My lists 8/12/2013 10:03 AM Filmappe
Open cases 8/12/2013 10:03 AM Filmappe
Recycle Bin 8/12/2013 10:03 AM Filmappe
Scanned today 8/12/2013 10:03 AM Filmappe
Today 8/12/2013 10:03 AM Filmappe
Unclassified cases 8/12/2013 10:03 AM Filmappe
Unit's cases with no case handler 8/12/2013 10:03 AM Filmappe
Unit's documents with no case handler 8/12/2013 10:03 AM Filmappe
Unit's open cases 8/12/2013 10:03 AM Filmappe
Search Cases 8/12/2013 12:26 AM Beskrivelse af søg... 2 KB
Search Documents 8/12/2013 12:26 AM Beskrivelse af søg... 2 KB
18 elementer

FOLDER TYPES

WorkZone Explorer folder types:

- **Document** lists
  Folders that represent standard document lists, for example, the **Documents** list or **Drafts** list.
- **Case** lists
  Folders that represent standard case lists, for example, the **Open Cases** list.
  Note: WorkZone Explorer displays parent cases in lists, whereas if you open a case list, for example the **Open cases** list, in WorkZone Client or Captia Web Client, all cases in the list are displayed.
- **Case** folders
  Folders that represent specific cases in the database. A folder represents one case and contains all the documents of that case. It may also contain child cases.
  Note: Each case folder contains a shortcut to opening a case in WorkZone Client. Double-click the shortcut to open the case in WorkZone Client.
- **My lists**
  This folder contains searches that the user has saved from WorkZone Client or Captia Web Client to the database. Sub folders in the **My lists** folder correspond to saved searches.
- **Unclassified cases**
  This folder contains the cases owned by you (you are the case handler) and that have not yet been classified yet. An unclassified case is a case in the case class named SJ-TEMP. SJ-TEMP is the default case class used when creating cases from WorkZone Explorer.For more information, see Create case.

- **Recycle Bin**
  The **Recycle Bin** contains documents that you have moved from other folders to this folder in order to delete them. The **Recycle Bin** folder contains a drop point named **Restore** that enables you to restore a deleted document from the **Recycle Bin** folder to the case it was originally saved to. For more information, see Delete and restore documents.

Important: Due to performance reasons WorkZone Explorer only displays the 1000 most recent entries in a folder. The most recent entries are considered as the ones that have been modified most recently. For documents, it is related to the last document update and not the last change of the document meta data. For cases, it is the last meta data change on that case.

Working with cases

You can perform the following actions on cases in Windows Explorer.

CREATE CASE

You can create new cases in Windows Explorer by creating new folders in these folders:

- **Open cases**
- **Unclassified cases**
- Case folders

If you create a new folder in a case folder, the new case becomes a child case.

When you create a new case through WorkZone Explorer, it is created automatically in a temporary class named SJ-TEMP. You can change the class and other required information later using WorkZone Client or Captia Web Client. Cases created in SJ-TEMP are automatically added to the **Unclassified cases** folder regardless of where they were created.

Note: If your organization only use facets and not classes, you can configure WorkZone Explorer to add a specific class as the default class. This is done in the web.config file. For more information, see Configure file class for WorkZone Explorer in the WorkZone Content Server Installation Guide.

Important: The create case functionality is not available by default. You must enable case creation on the SJ-TEMP class in WorkZone Configuration Management.

CREATE CHILD CASES

You can create child cases in Windows Explorer by moving a case folder to another case folder. The case folder that you move becomes a child case.

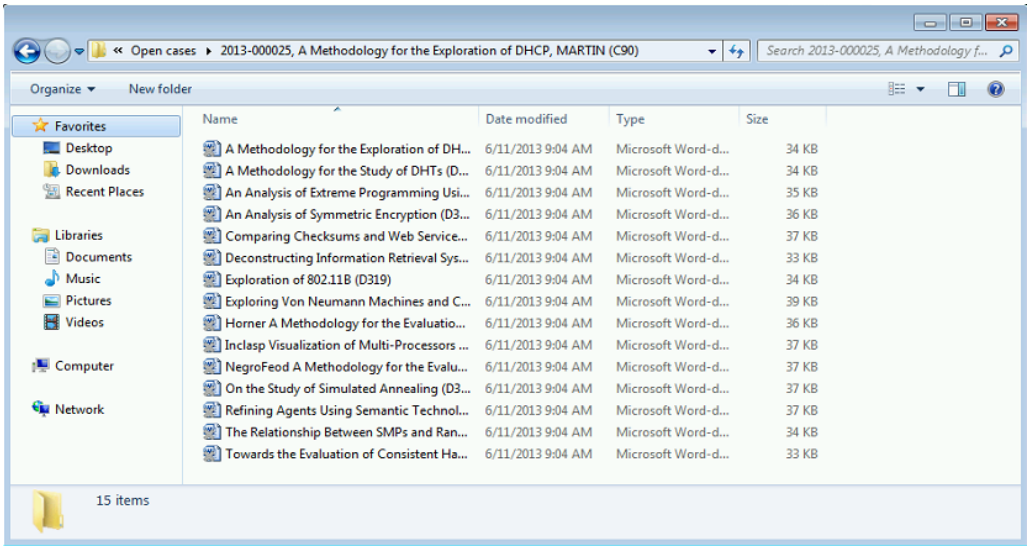
RENAME CASES

You can rename a case by renaming the case folder.

About documents

You can open and edit all documents from any type of folder provided that you have the corresponding application installed. Note that the same document may appear in several folders, for example, a draft document is located in both the **Drafts** folder and in the case folder where it belongs. You can open and edit the document from either location. The changes you make are reflected in both locations. If you open a document from the **Recycle Bin**, the documents open in read-only.

The example below shows the documents on a specific case:


Open cases ▸ 2013-000025, A Methodology for the Exploration of DHCP, MARTIN (C90)
Search 2013-000025, A Methodology f...
Organize
New folder
Favorites
Desktop
Downloads
Recent Places
Libraries
Documents
Music
Pictures
Videos
Computer
Network
Name
Date modified
Type
Size
A Methodology for the Exploration of DH... 6/11/2013 9:04 AM Microsoft Word-d... 34 KB
A Methodology for the Study of DHTs (D... 6/11/2013 9:04 AM Microsoft Word-d... 34 KB
An Analysis of Extreme Programming Usi... 6/11/2013 9:04 AM Microsoft Word-d... 35 KB
An Analysis of Symmetric Encryption (D3... 6/11/2013 9:04 AM Microsoft Word-d... 36 KB
Comparing Checksums and Web Service... 6/11/2013 9:04 AM Microsoft Word-d... 37 KB
Deconstructing Information Retrieval Sys... 6/11/2013 9:04 AM Microsoft Word-d... 33 KB
Exploration of 802.11B (D319) 6/11/2013 9:04 AM Microsoft Word-d... 34 KB
Exploring Von Neumann Machines and C... 6/11/2013 9:04 AM Microsoft Word-d... 39 KB
Horner A Methodology for the Evaluatio... 6/11/2013 9:04 AM Microsoft Word-d... 36 KB
Inclasp Visualization of Multi-Processors ... 6/11/2013 9:04 AM Microsoft Word-d... 37 KB
NegroFeod A Methodology for the Evalu... 6/11/2013 9:04 AM Microsoft Word-d... 37 KB
On the Study of Simulated Annealing (D3... 6/11/2013 9:04 AM Microsoft Word-d... 37 KB
Refining Agents Using Semantic Technol... 6/11/2013 9:04 AM Microsoft Word-d... 37 KB
The Relationship Between SMPs and Ran... 6/11/2013 9:04 AM Microsoft Word-d... 34 KB
Towards the Evaluation of Consistent Ha... 6/11/2013 9:04 AM Microsoft Word-d... 33 KB
15 items

Note: The WorkZone Explorer server does not expose records of state "O" as they represent metadata without a document, which is not relevant for WorkZone Explorer.

READ-ONLY DOCUMENTS

The icon indicates that a document is read-only and cannot be edited. Read-only documents are documents that have the states **UL** (Locked), **ARK** (Archived) or **AFS** (Closed). Microsoft Office products recognize the state when opening a document and open it in read-only mode.

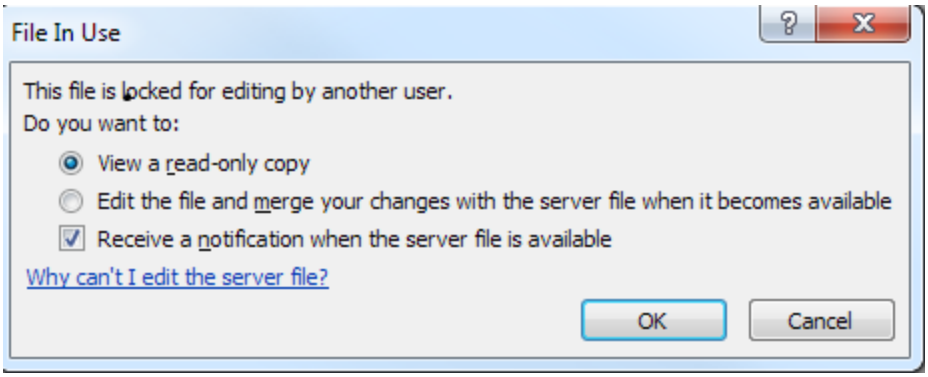
Document state	Possible actions
UL (Locked)	It is a read-only document. You can move and rename the document.
ARK (Archived) or **AFS** (Closed)	It is a read-only document. You can rename the document.

It is possible to change a non-read-only document to read-only in the **File Properties** dialog box, which results in the document state changing to **UL**, a locked draft. You cannot remove the read-only attribute as the ScanJour system does not allow this. If you try to do it, the change will not have any effect.

See also Document attributes and document states.

CHECK-OUT

Microsoft Office products automatically lock (check out in ScanJour products) editable documents when they are opened. This prevents two users from editing the same document at the same time or the same user from editing the same document from different folders at the same time. For example, Microsoft Office has a feature that notifies the second user who opens a document when the document becomes available for editing. Microsoft Office can also allow editing from both users at the same time and automatically merge the changes. This feature works automatically with WorkZone Explorer. The Microsoft Office dialog box shown when a second (or third) user opens a document that is already being edited by someone else:


File In Use
This file is locked for editing by another user.
Do you want to:
View a read-only copy
Edit the file and merge your changes with the server file when it becomes available
Receive a notification when the server file is available
Why can't I edit the server file?
OK
Cancel

Note: Some documentation editors, for example Notepad, only locks (checks out) the document when saving, which means that the last edit is always applied.

DOCUMENT IDENTIFIER

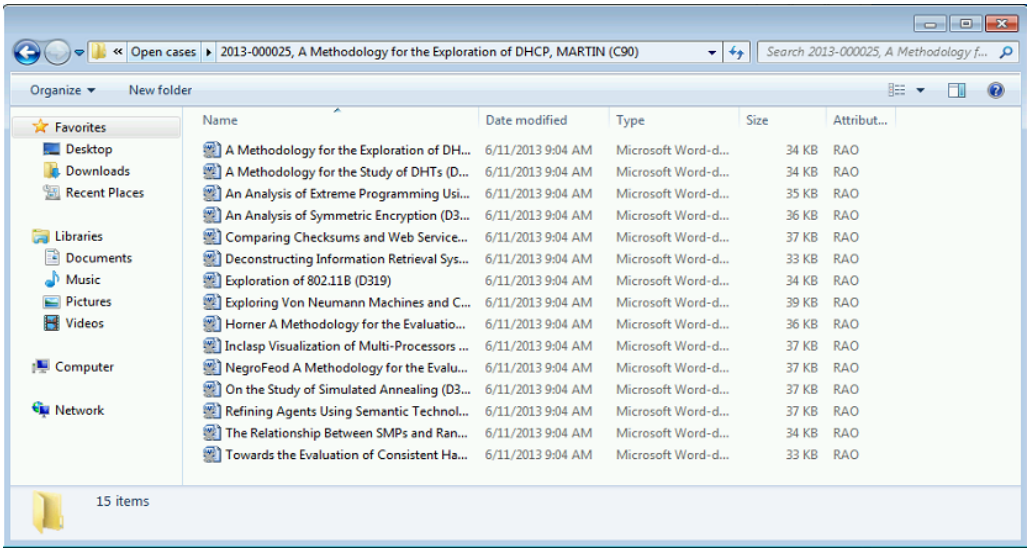
All documents have a document identifier (Dxxxx) as part of the file name.

DRAFT VERSIONING

If draft versioning is enabled in WorkZone Configuration Management, new versions of a document are created automatically. Versioning applies to documents with the state **UÅ** (Draft) or **UP** (Personal draft).

DOCUMENT ATTRIBUTES AND DOCUMENT STATES

In the example below, the **Attributes** column is added to the folder view in Windows Explorer. In this column, you can see the different file attribute combinations that can be exposed from the system.


Open cases
2013-000025, A Methodology for the Exploration of DHCP, MARTIN (C90)
Search 2013-000025, A Methodology f...
Organize
New folder
Favorites
Desktop
Downloads
Recent Places
Libraries
Documents
Music
Pictures
Videos
Computer
Network
Name
Date modified
Type
Size
Attribut...
A Methodology for the Exploration of DH... 6/11/2013 9:04 AM Microsoft Word-d... 34 KB RAO
A Methodology for the Study of DHTs (D... 6/11/2013 9:04 AM Microsoft Word-d... 34 KB RAO
An Analysis of Extreme Programming Usi... 6/11/2013 9:04 AM Microsoft Word-d... 35 KB RAO
An Analysis of Symmetric Encryption (D3... 6/11/2013 9:04 AM Microsoft Word-d... 36 KB RAO
Comparing Checksums and Web Service... 6/11/2013 9:04 AM Microsoft Word-d... 37 KB RAO
Deconstructing Information Retrieval Sys... 6/11/2013 9:04 AM Microsoft Word-d... 33 KB RAO
Exploration of 802.11B (D319) 6/11/2013 9:04 AM Microsoft Word-d... 34 KB RAO
Exploring Von Neumann Machines and C... 6/11/2013 9:04 AM Microsoft Word-d... 39 KB RAO
Horner A Methodology for the Evaluatio... 6/11/2013 9:04 AM Microsoft Word-d... 36 KB RAO
Inclasp Visualization of Multi-Processors ... 6/11/2013 9:04 AM Microsoft Word-d... 37 KB RAO
NegroFeod A Methodology for the Evalu... 6/11/2013 9:04 AM Microsoft Word-d... 37 KB RAO
On the Study of Simulated Annealing (D3... 6/11/2013 9:04 AM Microsoft Word-d... 37 KB RAO
Refining Agents Using Semantic Technol... 6/11/2013 9:04 AM Microsoft Word-d... 37 KB RAO
The Relationship Between SMPs and Ran... 6/11/2013 9:04 AM Microsoft Word-d... 34 KB RAO
Towards the Evaluation of Consistent Ha... 6/11/2013 9:04 AM Microsoft Word-d... 33 KB RAO
15 items

Attribute	Document state and possible actions
A	It is an editable document with the state **UÅ** (Draft) or **UP** (Personal draft). You can edit, move, rename, and change the document to read-only.
RAO	It is a read-only document with the state **UL** (Locked). You can move and rename the document.
RO	It is a read-only document with the state **ARK** (Archived) or **AFS** (Closed). You can rename the document.

Working with documents

You can perform the following actions on documents in Windows Explorer using WorkZone Explorer.

CREATE NEW DOCUMENTS

You can create new documents directly in Windows Explorer or by using the **Save As** dialog box from a document editor.

You can only create new documents in folders that represent specific cases. You cannot create a new document directly in, for example, the **Drafts** folder, because the ScanJour system requires a case for placing the document correctly in the system.

You can also create a new document by copying it from another location to a case folder. In this case, the read-only state of the document is kept in WorkZone Explorer. It will be created with the state **UÅ** (Draft) or **UL** (Locked) depending on the read-only file property of the new document. The document will be created with a minimal set of metadata, the title is taken from the file name, the state from the read-only attribute, and the record type used is **N** (Internal). The system automatically appends the (Dxxxxx) identifier when refreshing. You can open the document using either the file name supplied by the client (without the Dxxxxx identifier), as long as the document remains on the same case and is not further renamed, or using the full name (with the Dxxxx identifier).

RENAME DOCUMENTS

You can rename documents from Windows Explorer. The new name replaces the document title in the ScanJour system. The (Dxxxxx) identifier in Windows Explorer is automatically appended when refreshing. The (Dxxxxx) identifier does not become part of the document title in the ScanJour system and you do not have to keep the (Dxxxx) identifier in the new name, it will automatically be appended upon refresh. You can open the document with and without the (Dxxxxx) identifier in the file name.

WORK WITH DOCUMENTS OFFLINE

If you have taken a document offline, for example, copied it to the Windows Desktop or to a USB stick, you can copy it back into the WorkZone Explorer store. This means that the document is updated in the store provided that you have not changed the (Dxxxx) part of the file name. When copying it back, Windows Explorer displays a message asking if you want to replace the existing version, keep both, or cancel. All three options are supported for case folders. However, if you copy the document to a folder that represents a standard list, for example, the **Drafts** folder, only replace and cancel are supported.

Note: If you save the document with a new name when working offline and then try to copy it back to the WorkZone Explorer database, a message displays asking you whether you want to replace the existing document or keep both versions. If you reply **Replace**, the document is copied back to the store but it keeps the original name. If you want to use a new name, you must rename it in Windows Explorer.

MOVE DOCUMENTS

You can move documents from one case to another provided that the state of the document in the ScanJour system allows it. You can move documents using drag and drop or cut and paste.

COPY DOCUMENTS

You can copy documents from one case to another case or even from one database another database.When you copy a document, a copy of the document is created but document meta data have new default values. This means, for example, if you copy a document with access codes, the copy gets the default access codes and not the access code of the original document.

DELETE AND RESTORE DOCUMENTS

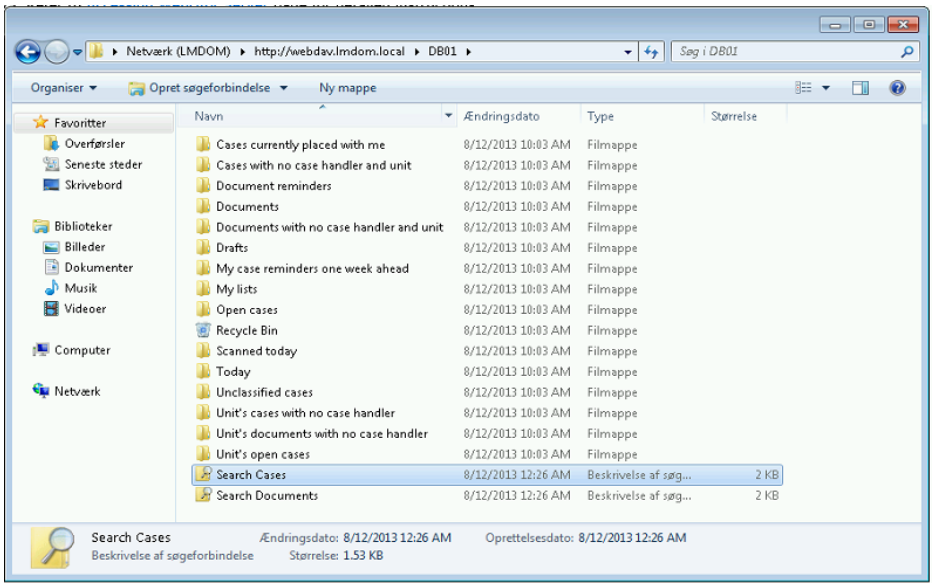
It is not possible to delete documents directly from folders but you can move documents to the **Recycle Bin** and then delete the document from this folder. The **Recycle Bin** is personal, which means that you only see the documents that you have moved there. The **Recycle Bin** contains a **Restore** drop point. If you drag a document from the **Recyle Bin** to the **Restore** drop point, it will be moved back to the case folder where it was originally placed. It is also possible to restore a recycled document to another case by moving it from the **Recycle Bin** to that case folder.

Search for cases and documents

You can search for cases and documents directly from Windows Explorer. Before you can start performing searches you must enable it by creating a search connector for cases and a search connector for documents.

ENABLE FREE TEXT SEARCH ON CASES AND DOCUMENTS

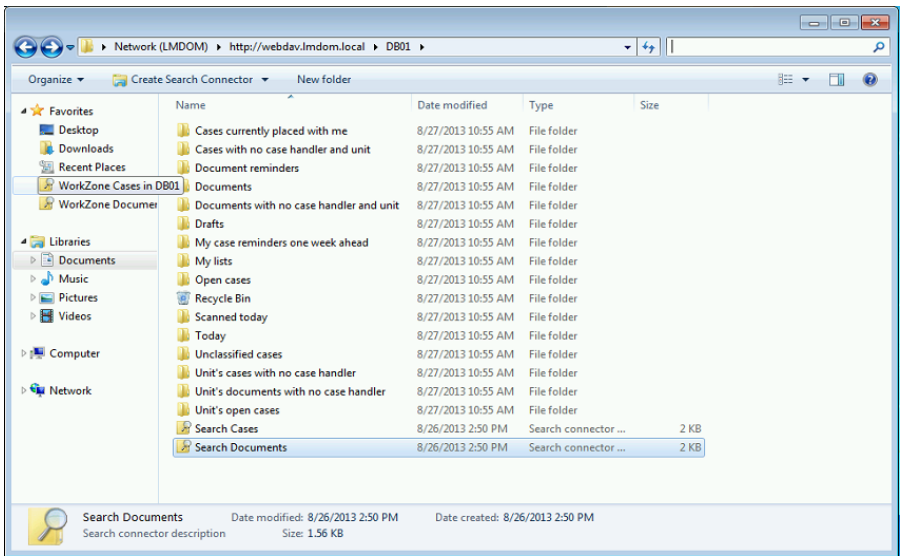
1. In Windows Explorer, double-click the **Search Cases** folder or the **Search Documents** folder.


Netværk (LMDOM) ▸ http://webdav.lmdom.local ▸ DB01 ▸
Søg i DB01
Organiser
Opret søgeforbindelse
Ny mappe
Favoritter
Overførsler
Seneste steder
Skrivebord
Biblioteker
Billeder
Dokumenter
Musik
Videoer
Computer
Netværk
Navn
Ændringsdato
Type
Størrelse
Cases currently placed with me 8/12/2013 10:03 AM Filmappe
Cases with no case handler and unit 8/12/2013 10:03 AM Filmappe
Document reminders 8/12/2013 10:03 AM Filmappe
Documents 8/12/2013 10:03 AM Filmappe
Documents with no case handler and unit 8/12/2013 10:03 AM Filmappe
Drafts 8/12/2013 10:03 AM Filmappe
My case reminders one week ahead 8/12/2013 10:03 AM Filmappe
My lists 8/12/2013 10:03 AM Filmappe
Open cases 8/12/2013 10:03 AM Filmappe
Recycle Bin 8/12/2013 10:03 AM Filmappe
Scanned today 8/12/2013 10:03 AM Filmappe
Today 8/12/2013 10:03 AM Filmappe
Unclassified cases 8/12/2013 10:03 AM Filmappe
Unit's cases with no case handler 8/12/2013 10:03 AM Filmappe
Unit's documents with no case handler 8/12/2013 10:03 AM Filmappe
Unit's open cases 8/12/2013 10:03 AM Filmappe
Search Cases 8/12/2013 12:26 AM Beskrivelse af søg... 2 KB
Search Documents 8/12/2013 12:26 AM Beskrivelse af søg... 2 KB
Search Cases Ændringsdato: 8/12/2013 12:26 AM Oprettelsesdato: 8/12/2013 12:26 AM
Beskrivelse af søgeforbindelse Størrelse: 1.53 KB

2. In the **Add Search Connector** dialog box, click **Add** to add the WorkZone Cases and WorkZone Documents search connectors to Windows.

   A **WorkZone Cases in [Database]** search connector and a **WorkZone Documents in [Database]** search connector are added to the user's **Searches** and is also avail-

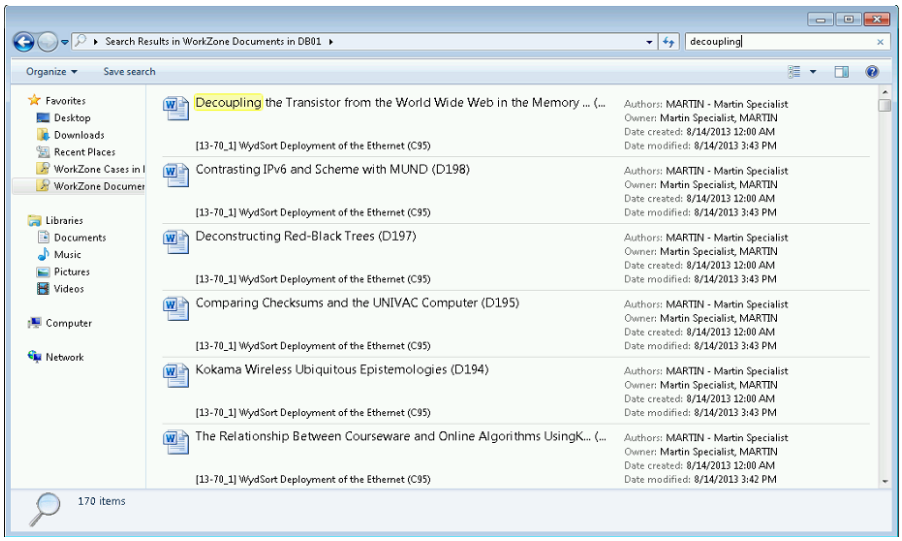
able from **Favorites**.


Network (LMDOM) ▸ http://webdav.lmdom.local ▸ DB01 ▸
Organize
Create Search Connector
New folder
Favorites
Desktop
Downloads
Recent Places
WorkZone Cases in DB01
WorkZone Documer
Libraries
Documents
Music
Pictures
Videos
Computer
Network
Name
Date modified
Type
Size
Cases currently placed with me 8/27/2013 10:55 AM File folder
Cases with no case handler and unit 8/27/2013 10:55 AM File folder
Document reminders 8/27/2013 10:55 AM File folder
Documents 8/27/2013 10:55 AM File folder
Documents with no case handler and unit 8/27/2013 10:55 AM File folder
Drafts 8/27/2013 10:55 AM File folder
My case reminders one week ahead 8/27/2013 10:55 AM File folder
My lists 8/27/2013 10:55 AM File folder
Open cases 8/27/2013 10:55 AM File folder
Recycle Bin 8/27/2013 10:55 AM File folder
Scanned today 8/27/2013 10:55 AM File folder
Today 8/27/2013 10:55 AM File folder
Unclassified cases 8/27/2013 10:55 AM File folder
Unit's cases with no case handler 8/27/2013 10:55 AM File folder
Unit's documents with no case handler 8/27/2013 10:55 AM File folder
Unit's open cases 8/27/2013 10:55 AM File folder
Search Cases 8/26/2013 2:50 PM Search connector ... 2 KB
Search Documents 8/26/2013 2:50 PM Search connector ... 2 KB
Search Documents
Search connector description
Date modified: 8/26/2013 2:50 PM
Size: 1.56 KB
Date created: 8/26/2013 2:50 PM

SEARCH FOR CASES AND DOCUMENTS

1. Double-click the **WorkZone Cases** or the **WorkZone Documents** search connector depending on what you want to search for.
2. Enter a search text in the **Search** field and press ENTER. The search result is listed below.

   Note: The search results displays maximum 1000 hits. The most recent cases and documents are shown in the search result. Example of a document search result:


Search Results in WorkZone Documents in DB01 ▸
decoupling
Organize
Save search
Favorites
Desktop
Downloads
Recent Places
Libraries
Documents
Music
Pictures
Videos
Computer
Network
Decoupling the Transistor from the World Wide Web in the Memory ... (...
[13-70_1] WydSort Deployment of the Ethernet (C95)
Authors: MARTIN - Martin Specialist
Owner: Martin Specialist, MARTIN
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Contrasting IPv6 and Scheme with MUND (D198)
[13-70_1] WydSort Deployment of the Ethernet (C95)
Deconstructing Red-Black Trees (D197)
[13-70_1] WydSort Deployment of the Ethernet (C95)
Comparing Checksums and the UNIVAC Computer (D195)
[13-70_1] WydSort Deployment of the Ethernet (C95)
Kokama Wireless Ubiquitous Epistemologies (D194)
[13-70_1] WydSort Deployment of the Ethernet (C95)
The Relationship Between Courseware and Online Algorithms UsingK... (...
[13-70_1] WydSort Deployment of the Ethernet (C95)
Date modified: 8/14/2013 3:42 PM
170 items

3. Double-click the case or document to open it.

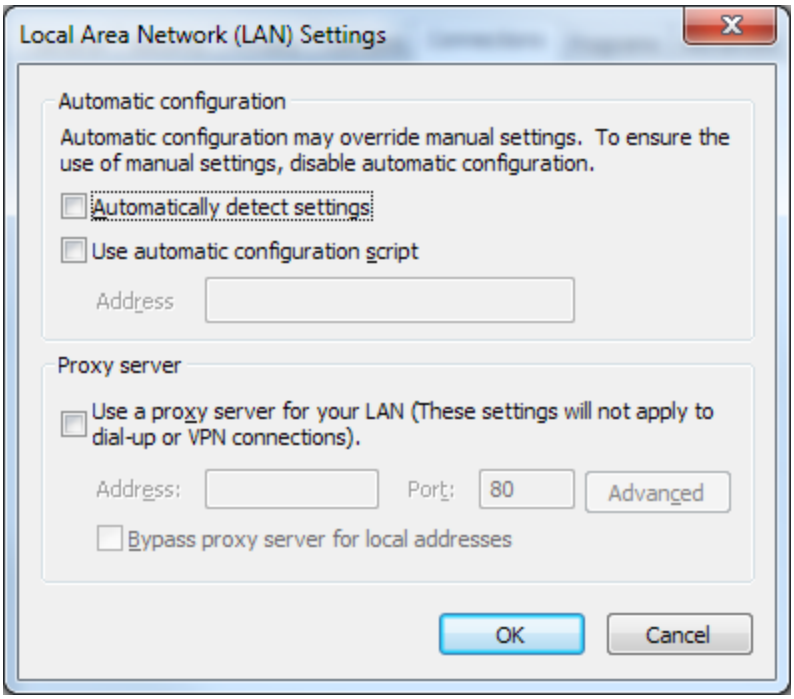
Important: The search in WorkZone Explorer should not be confused with the free search in Windows Explorer, which searches in file names.

Optimizing performance and user experience

To ensure optimal performance and user experience of WorkZone Explorer, you must apply specific configurations to clients and/or to the network/domain issued by group policies.
This topic describes the client setup to be performed to ensure optimal performance of the WebDAV protocol.

LAN AUTOMATICALLY DETECT SETTINGS

If browsing the WorkZone Explorer folders is slow, make sure that the **Automatically detect settings** check box in the **Local Area Network (LAN) Settings** dialog box is not selected on the client. To open this dialog box, in Internet Explorer click **Tools** > **Internet options** > **Connections** tab > **LAN Settings**.


Local Area Network (LAN) Settings
Automatic configuration
Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.
Automatically detect settings
Use automatic configuration script
Address
Proxy server
Use a proxy server for your LAN (These settings will not apply to dial-up or VPN connections).
Address:
Port:
80
Advanced
Bypass proxy server for local addresses
OK
Cancel

INTERNET SECURITY ZONES

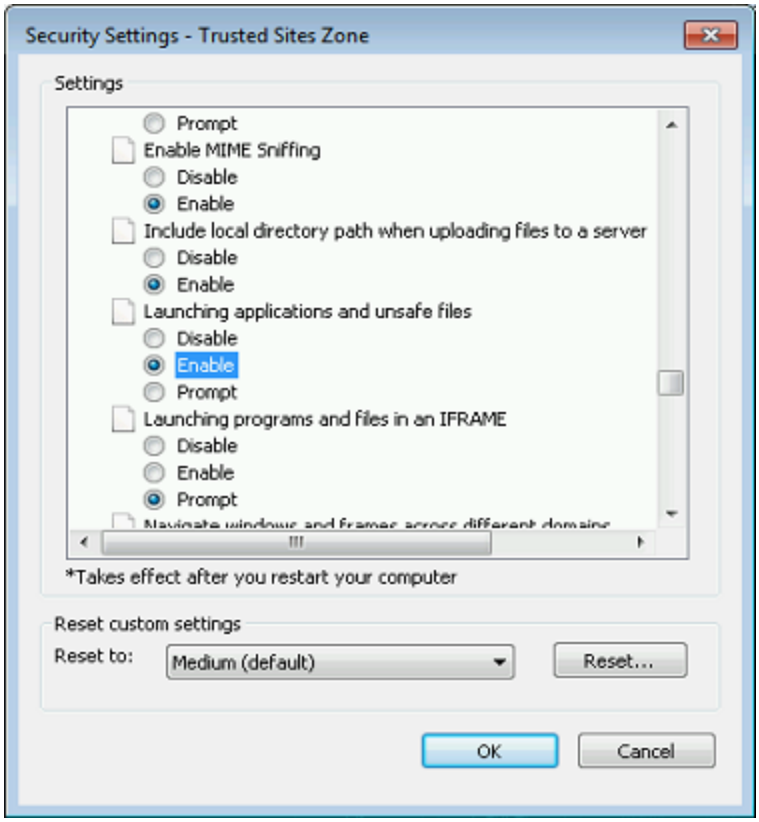
The WebDAV protocol is based on http and therefore the Internet Security zones applies to WorkZone Explorer. To ensure the best user experience and optimal performance, the WorkZone Explorer host name must be configured correctly in the Internet Security Zones.

1. In Internet Explorer, click **Tools** > **Internet options** > **Security** tab.
2. Add http(s)://webdavhost to either the **Trusted sites** zone or the **Local intranet** zone.

   The **Local intranet** zone must be selected to have automatic integrated user authentication performed by Windows without **Log on** dialog boxes.
3. Add file://webdavhost to the **Trusted sites** zone.

   If the file protocol is added to the **Local intranet** zone, searching using the search

connectors perform slowly when showing the results. In some cases, you might receive a security warning when opening a document folder location from a search result or when moving documents from the **Recycle Bin** to the **Restore** drop point. If you want to avoid these security prompts make sure that **Launching applications and unsafe files** is allowed for the **Trusted Sites** zone.



Advanced features and troubleshooting

It is possible to make permanent links to any document or case in the archive. It is available through a hidden folder called ".archive".

All you need to know is the DNS, the ID, the document extension, and then you can open any document using this http address:

```
http://[WebDAVHostHeader]/[DSN]/.archive/WhateverYouWant (D[RecordKey]).
[Extension].
```

This mechanism can also be used to generate permanent links to any document.

You can also show cases through the .archive folder using:

```
http://[WebDAVHostHeader]/[DSN]/.archive/WhatEverYouWant (C[FileKey])
```

VIEW ERROR MESSAGES FROM THE SCANJOUR SYSTEM

Sometimes Windows Explorer does not show user friendly and descriptive error messages from the WebDAV server in case of errors or illegal operations. See FAQ.

If you want to see the real error from the ScanJour system, you can use Fiddler on the client to see the actual response and error from the server.

FAQs

This section contains a list of frequently asked questions on WorkZone Explorer functionality. Click any question below to see the answer.

Why unclear error messages?

Sometimes Windows Explorer does not show user friendly and descriptive error messages from the WebDAV server. When you perform an illegal operation, for example, try to move an archived document to another case, you only see a general error message such as: *Cannot read from source or disk*. Some of the Windows error messages that you might run into are explained in the FAQ items below.

Why do I get an error message when I try to add a document to the **Drafts** folder

You can only create new documents in folders that represent specific cases. You cannot create a new document directly in the **Drafts** folder, because the ScanJour system requires a case for placing the document correctly in the system. If you to try add a document to the **Drafts** folder, you get the following Windows messages depending on where you try to add it from:

A device attached to the system is not functioning.

- or -

Can't read from the source file or disk.

Why do I get an error message when I try to create a new case folder?

WorkZone Explorer is not configured to allow creation of new cases. Case creation must be enabled on the SJ-TEMP class in the file class system. You apply this configuration using WorkZone Configuration Management. If you try to create a new case, you get the following Windows message:

Unable to create the folder 'New folder' - File system error

Why do I get an error message when I try to create a new case folder in the **Cases currently placed with me** folder?

You cannot create new cases in this folder. You can create new cases in the **Open cases**, **Unclassified cases** folders, and in specific case folders. If you try to create a new case folder in a folder, which does not allow case creation, you get the following Windows error message:

Unable to create the folder 'New folder' - File system error

Why do I get an error message when I try to move a document from one folder to another?

You are probably trying to:

- Move a document from one standard list to another.
- Move a document from a case folder to a standard list, for example to the **Open cases** folder.
- Move a document to a closed case.
- Move a document that is archived or closed.

This is not possible. In these cases, you get the following Windows error message:

Can't read from the source file or disc.

Why are folders not deleted when they seem to be?

It is not possible to delete folders using WorkZone Explorer although it may look so in Windows Explorer. If you try to delete an empty folder, it looks as if the folder was successfully deleted but if you press F5 to refresh, the folder reappears. If you try to delete a folder with content, nothing happens after you have confirmed the deletion. Windows Explorer does not display any error message in this case.

Why do I get a strange error message when I try to rename a document?

There are several renaming scenarios where you might get this Windows error message:
Can't read from the source file or disk
For example, if you try to:

- Change the document ID (DXXX) in the document name. It is not possible to change the ID, only the document name can be changed.
- Rename a document, which is saved on a closed case. This is not possible.
- Rename a document in Windows Explorer but the document is opened in WorkZone Client or Captia Web Client.

Why are documents are not shown in Windows Explorer after moving?

When moving documents between folders in Windows Explorer, Windows Explorer might get confused by the ScanJour mechanism that allows the same document to be exposed in multiple folders, and moving a document to the **Restore** drop point actually moves the document somewhere else. It seems that Windows Explorer caches the information on the document location and refuses to open it from somewhere else even if it is shown in the new location after refreshing. Try again a bit later and this issue is resolved.

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